

1 **Claims**

2
3 What is Claimed is:-
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5 1) A method of training a user of a self-service kiosk, the
6 method comprising the steps of:

7
8 providing a self-service kiosk for providing a service
9 to a user;

10
11 on or adjacent to the self-service kiosk, providing the
12 address of an online training facility; and

13
14 providing at said address an online training facility
15 instructing the user in the use of said self-service
16 kiosk.
17

18 2) The method of training a user of Claim 1 wherein said
19 service to a user requires said user to enter
20 information or make selections relating to the service
21 provided.
22

23 3) The method of training a user of Claim 2 wherein said
24 information is provided by said user entering
25 information in a predetermined format in one or more
26 fields.
27

28 4) The method of training a user of Claim 2 wherein said
29 information is provided or selections are made by said
30 user selecting from one or more options as provided by
31 the trainer facility.

1
2 5) The method of training a user of Claim 1 wherein said
3 address of the online training facility is provided in
4 the form of a removable printed document.
5

6 6) The method of training a user of Claim 5 wherein said
7 removable printed document is a business card.
8

9 7) The method of training a user of Claim 5 wherein said
10 removable printed document is printed when required by
11 said self-service kiosk.
12

13 8) The method of training a user of Claim 2 wherein the
14 online trainer facility instructs a user by the steps
15 of:
16

17 providing an introduction that outlines the procedure to
18 be followed in order to complete said trainer;
19

20 simulating the service to the user provided by said
21 self-service kiosk; and
22

23 providing a guide to entering said information relating
24 to said service to the user provided by said self-
25 service kiosk.
26

27 9) The method of training a user of Claim 8 wherein the
28 guide to entering said information comprises a pointer
29 and a prompt that informs the user as to the correct
30 format and procedure for entering said information.
31

1 10) The method of training a user of Claim 8 wherein an
2 error message is provided if incorrect information is
3 entered by said user into the simulation.
4

5 11) The method of training a user of Claim 8 further
6 comprising the step of allowing the user, upon
7 completion of a training session, to access an online
8 address corresponding to an associated simulator.
9

10 12) The method of training a user of Claim 8 further
11 comprising the step of providing a visual simulation of
12 self-service kiosk peripherals other than a display.
13

14 13) A method of training a user of a self-service kiosk, the
15 method comprising the steps of:
16

17 providing a self-service kiosk for providing a service
18 to a user;
19

20 on or adjacent to the self-service kiosk, providing the
21 address of an online simulator; and
22

23 providing at said address an online simulator simulating
24 the function of said self-service kiosk.
25

26 14) The method of training a user of Claim 13 wherein said
27 service to a user requires said user to enter
28 information or make selections relating to the services
29 provided.
30

1 15) The method of training a user of Claim 14 wherein said
2 information is provided by said user entering
3 information in a predetermined format in one or more
4 fields.

5
6 16) The method of training a user of Claim 14 wherein said
7 information is provided or selections are made by said
8 user selecting from one or more options as provided by
9 the simulator.

10
11 17) The method of training a user of Claim 13 wherein said
12 address of the online training facility is provided by a
13 removable printed document.

14
15 18) The method of training a user of Claim 17 wherein said
16 removable printed document is a business card.

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18 19) The method of training a user of Claim 17 wherein said
19 removable printed document is a receipt printed when
20 required by said self-service kiosk.

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22 19) The method of training a user of Claim 13 further
23 comprising the step of providing a visual simulation of
24 self-service kiosk peripherals other than a display.